



O*NET OnLine

Details Report for:

29-2071.00 - Medical Records and Health Information Technicians

Updated 2010

Bright Outlook

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.

Sample of reported job titles: Medical Records Clerk, Health Information Clerk, Medical Records Technician, Office Manager, File Clerk, Medical Records Coordinator, Medical Records Analyst, Medical Records Director, Receptionist, Coder

View report:

Summary**Details****Custom**

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Tasks [Save Table \(XLS/CSV\)](#)

Importance	Category	Task
98	Core	Protect the security of medical records to ensure that confidentiality is maintained.
89	Core	Review records for completeness, accuracy and compliance with regulations.
88	Core	Retrieve patient medical records for physicians, technicians, or other medical personnel.
85	Core	Release information to persons and agencies according to regulations.
84	Core	Plan, develop, maintain and operate a variety of health record indexes and storage and retrieval systems to collect, classify, store and analyze information.
87	Supplemental	Enter data, such as demographic characteristics, history and extent of disease, diagnostic procedures and treatment into computer.
85	Supplemental	Compile and maintain patients' medical records to document condition and treatment and to provide data for research or cost control and care improvement efforts.
85	Supplemental	Process and prepare business and government forms.
84	Supplemental	Process patient admission and discharge documents.
77	Supplemental	Assign the patient to diagnosis-related groups (DRGs), using appropriate computer software.
76	Supplemental	

		Transcribe medical reports.
76	Supplemental	Identify, compile, abstract and code patient data, using standard classification systems.
73	Supplemental	Resolve or clarify codes and diagnoses with conflicting, missing, or unclear information by consulting with doctors or others or by participating in the coding team's regular meetings.
72	Supplemental	Compile medical care and census data for statistical reports on diseases treated, surgery performed, or use of hospital beds.
72	Supplemental	Post medical insurance billings.
72	Supplemental	Train medical records staff.
70	Supplemental	Prepare statistical reports, narrative reports and graphic presentations of information such as tumor registry data for use by hospital staff, researchers, or other users.
69	Supplemental	Manage the department and supervise clerical workers, directing and controlling activities of personnel in the medical records department.
57	Supplemental	Develop in-service educational materials.
53	Supplemental	Consult classification manuals to locate information about disease processes.

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Tools & Technology [Save Table \(XLS/CSV\)](#)

Tools used in this occupation:

Desktop computers

Encoder decoder equipment — Encoders

Medical charting systems components or accessories — Barcode attachment equipment

Microfiche or microfilm viewer components or accessories — Microfiche viewing machines; Microfilm viewing machines

Notebook computers

Personal computers

Postal scales

Scanners — Flat-top scanners

Special purpose telephones — Multi-line telephone systems

Tablet computers

Technology used in this occupation:

Accounting software — Billing software; NDCMedisoft software; QMSoftware Receivables Management; Siemens Soarian Financials

Calendar and scheduling software — MD Synergy Medical Appointment Scheduling; Scheduling software; Siemens Soarian Scheduling

Categorization or classification software — American Medical Association CodeManager; Computerized

indexing systems; DRG Grouper software *

Data base user interface and query software — EAD Systems software; Microsoft Access; O-HEAP software; Purkinje Dossier ([see all 7 examples](#))

Document management software — Fox Meadows Accent Data Manager; Hyland Software OnBase; SoftMed ChartLocator; SoftMed ChartReserve ([see all 6 examples](#))

Expert system software — Information Resource Products Clinical Coding Expert

Medical software — eClinicalWorks software; Electronic medical record EMR software; Visionary Medical Systems Visionary OFFICE PM; Welford Chart Notes ([see all 32 examples](#))

Spreadsheet software — IBM Lotus 1-2-3; Microsoft Excel

Voice recognition software — Cyber Records MediChart Express; ScanSoft Naturally Speaking; Speech recognition software; Voice dictation software





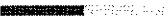

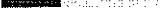
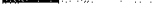

Word processing software — Corel WordPerfect software; Microsoft Word

* Software developed by a government agency and/or distributed as freeware or shareware.

[See all 42 T2 categories](#)

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Knowledge [Save Table \(XLS/CSV\)](#)

Importance	Knowledge
80 	Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
63 	Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
63 	English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
50 	Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
42 	Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
41 	Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
30 	Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
29 	Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
29 	Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

- 29 **Telecommunications** — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- 28 **Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.
- 20 **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- 18 **Medicine and Dentistry** — Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- 17 **Philosophy and Theology** — Knowledge of different philosophical systems and religions. This includes their basic principles, values, ethics, ways of thinking, customs, practices, and their impact on human culture.
- 17 **Sociology and Anthropology** — Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- 16 **Production and Processing** — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- 15 **Economics and Accounting** — Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- 15 **Transportation** — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.
- 14 **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 11 **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- 11 **Therapy and Counseling** — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- 10 **Foreign Language** — Knowledge of the structure and content of a foreign (non-English) language including the meaning and spelling of words, rules of composition and grammar, and pronunciation.
- 7 **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- 6 **Biology** — Knowledge of plant and animal organisms, their tissues, cells, functions, interdependencies, and interactions with each other and the environment.
- 6 **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- 6 **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques.

- 5 ■ **Chemistry** — Knowledge of the chemical composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods.
- 5 ■ **Geography** — Knowledge of principles and methods for describing the features of land, sea, and air masses, including their physical characteristics, locations, interrelationships, and distribution of plant, animal, and human life.
- 4 ■ **Design** — Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.
- 4 ■ **History and Archeology** — Knowledge of historical events and their causes, indicators, and effects on civilizations and cultures.
- 4 ■ **Physics** — Knowledge and prediction of physical principles, laws, their interrelationships, and applications to understanding fluid, material, and atmospheric dynamics, and mechanical, electrical, atomic and sub-atomic structures and processes.
- 0 ■ **Building and Construction** — Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- 0 ■ **Fine Arts** — Knowledge of the theory and techniques required to compose, produce, and perform works of music, dance, visual arts, drama, and sculpture.

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Skills [Save Table \(XLS/CSV\)](#)

Importance	Skill
56 ■■■■■■	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
56 ■■■■■■	Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
53 ■■■■■■	Speaking — Talking to others to convey information effectively.
50 ■■■■■■	Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
50 ■■■■■■	Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
50 ■■■■■■	Time Management — Managing one's own time and the time of others.
47 ■■■■■■	Service Orientation — Actively looking for ways to help people.
47 ■■■■■■	Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
47 ■■■■■■	Writing — Communicating effectively in writing as appropriate for the needs of the audience.
44 ■■■■■■	Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
44 ■■■■■■	Coordination — Adjusting actions in relation to others' actions.
44 ■■■■■■	Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

41	Management of Personnel Resources — Motivating, developing, and directing people as they work, identifying the best people for the job.
38	Instructing — Teaching others how to do something.
38	Negotiation — Bringing others together and trying to reconcile differences.
35	Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
35	Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
35	Persuasion — Persuading others to change their minds or behavior.
28	Mathematics — Using mathematics to solve problems.
28	Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
25	Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
22	Operation Monitoring — Watching gauges, dials, or other indicators to make sure a machine is working properly.
22	Operations Analysis — Analyzing needs and product requirements to create a design.
13	Technology Design — Generating or adapting equipment and technology to serve user needs.
10	Programming — Writing computer programs for various purposes.
6	Science — Using scientific rules and methods to solve problems.
3	Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
0	Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
0	Equipment Selection — Determining the kind of tools and equipment needed to do a job.
0	Installation — Installing equipment, machines, wiring, or programs to meet specifications.
0	Management of Financial Resources — Determining how money will be spent to get the work done, and accounting for these expenditures.
0	Management of Material Resources — Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
0	Operation and Control — Controlling operations of equipment or systems.
0	Repairing — Repairing machines or systems using the needed tools.
0	Troubleshooting — Determining causes of operating errors and deciding what to do about it.

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Abilities [Save Table \(XLS/CSV\)](#)

Importance	Ability
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- 63 **Near Vision** — The ability to see details at close range (within a few feet of the observer).
- 63 **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- 63 **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- 60 **Speech Recognition** — The ability to identify and understand the speech of another person.
- 56 **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- 56 **Written Comprehension** — The ability to read and understand information and ideas presented in writing.
- 53 **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- 53 **Speech Clarity** — The ability to speak clearly so others can understand you.
- 50 **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- 50 **Finger Dexterity** — The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- 50 **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- 50 **Written Expression** — The ability to communicate information and ideas in writing so others will understand.
- 47 **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- 44 **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
- 41 **Perceptual Speed** — The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- 38 **Arm-Hand Steadiness** — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- 38 **Flexibility of Closure** — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- 38 **Fluency of Ideas** — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- 38 **Manual Dexterity** — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- 38 **Memorization** — The ability to remember information such as words, numbers, pictures, and procedures.
- 38 **Originality** — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- 38 **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).

- 35 **Trunk Strength** — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- 31 **Far Vision** — The ability to see details at a distance.
- 31 **Mathematical Reasoning** — The ability to choose the right mathematical methods or formulas to solve a problem.
- 31 **Speed of Closure** — The ability to quickly make sense of, combine, and organize information into meaningful patterns.
- 31 **Visual Color Discrimination** — The ability to match or detect differences between colors, including shades of color and brightness.
- 28 **Number Facility** — The ability to add, subtract, multiply, or divide quickly and correctly.
- 28 **Stamina** — The ability to exert yourself physically over long periods of time without getting winded or out of breath.
- 25 **Extent Flexibility** — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- 25 **Gross Body Coordination** — The ability to coordinate the movement of your arms, legs, and torso together when the whole body is in motion.
- 25 **Multilimb Coordination** — The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.
- 25 **Static Strength** — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- 25 **Visualization** — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- 22 **Control Precision** — The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.
- 19 **Auditory Attention** — The ability to focus on a single source of sound in the presence of other distracting sounds.
- 19 **Gross Body Equilibrium** — The ability to keep or regain your body balance or stay upright when in an unstable position.
- 16 **Dynamic Strength** — The ability to exert muscle force repeatedly or continuously over time. This involves muscular endurance and resistance to muscle fatigue.
- 16 **Hearing Sensitivity** — The ability to detect or tell the differences between sounds that vary in pitch and loudness.
- 16 **Speed of Limb Movement** — The ability to quickly move the arms and legs.
- 3 **Spatial Orientation** — The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- 3 **Wrist-Finger Speed** — The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
- 0 **Depth Perception** — The ability to judge which of several objects is closer or farther away from you, or to judge the distance between you and an object.
- 0 **Dynamic Flexibility** — The ability to quickly and repeatedly bend, stretch, twist, or reach out with your body, arms, and/or legs.
- 0 **Explosive Strength** — The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object.

- 0 **Glare Sensitivity** — The ability to see objects in the presence of glare or bright lighting.
- 0 **Night Vision** — The ability to see under low light conditions.
- 0 **Peripheral Vision** — The ability to see objects or movement of objects to one's side when the eyes are looking ahead.
- 0 **Rate Control** — The ability to time your movements or the movement of a piece of equipment in anticipation of changes in the speed and/or direction of a moving object or scene.
- 0 **Reaction Time** — The ability to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.
- 0 **Response Orientation** — The ability to choose quickly between two or more movements in response to two or more different signals (lights, sounds, pictures). It includes the speed with which the correct response is started with the hand, foot, or other body part.
- 0 **Sound Localization** — The ability to tell the direction from which a sound originated.

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Work Activities [Save Table \(XLS/CSV\)](#)

Importance	Work Activity
86	Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources. <ul style="list-style-type: none"> ● collect statistical data ● obtain information from individuals
77	Interacting With Computers — Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. <ul style="list-style-type: none"> ● use computers to enter, access or retrieve data ● use relational database software ● use spreadsheet software ● use word processing or desktop publishing software
74	Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
71	Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
69	Evaluating Information to Determine Compliance with Standards — Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. <ul style="list-style-type: none"> ● examine documents for completeness, accuracy, or conformance to standards ● review records for completeness
68	Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
64	Performing Administrative Activities — Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. <ul style="list-style-type: none"> ● fill out business or government forms ● prepare reports ● process medical records

- use secretarial procedures
- 61 **Identifying Objects, Actions, and Events** — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
 - understand technical operating, service or repair manuals
- 59 **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
 - maintain dental or medical records
 - record medical history or data
 - transcribe spoken or written information
- 59 **Processing Information** — Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
 - code data from records
- 57 **Monitor Processes, Materials, or Surroundings** — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- 55 **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- 52 **Updating and Using Relevant Knowledge** — Keeping up-to-date technically and applying new knowledge to your job.
 - follow data storage procedures
 - use interviewing procedures
 - use knowledge of dental terminology
 - use knowledge of medical terminology
 - use oral or written communication techniques
- 51 **Analyzing Data or Information** — Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.
- 51 **Training and Teaching Others** — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- 50 **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- 50 **Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- 49 **Assisting and Caring for Others** — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- 49 **Developing and Building Teams** — Encouraging and building mutual trust, respect, and cooperation among team members.
- 49 **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- 48 **Performing General Physical Activities** — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- 46 **Communicating with Persons Outside Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- 45 **Coordinating the Work and Activities of Others** — Getting members of a group to work together to accomplish tasks.

- 45 **Interpreting the Meaning of Information for Others** — Translating or explaining what information means and how it can be used.
- 45 **Scheduling Work and Activities** — Scheduling events, programs, and activities, as well as the work of others.
- 43 **Thinking Creatively** — Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.
- create mathematical or statistical diagrams or charts
- 41 **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
- 40 **Developing Objectives and Strategies** — Establishing long-range objectives and specifying the strategies and actions to achieve them.
- 37 **Estimating the Quantifiable Characteristics of Products, Events, or Information** — Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
- 37 **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
- 35 **Judging the Qualities of Things, Services, or People** — Assessing the value, importance, or quality of things or people.
- 31 **Selling or Influencing Others** — Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- 26 **Provide Consultation and Advice to Others** — Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.
- 25 **Inspecting Equipment, Structures, or Material** — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
- 23 **Monitoring and Controlling Resources** — Monitoring and controlling resources and overseeing the spending of money.
- 22 **Controlling Machines and Processes** — Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- 21 **Staffing Organizational Units** — Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.
- 20 **Repairing and Maintaining Electronic Equipment** — Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.
- 16 **Operating Vehicles, Mechanized Devices, or Equipment** — Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.
- 12 **Repairing and Maintaining Mechanical Equipment** — Servicing, repairing, adjusting, and testing machines, devices, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.
- 8 **Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment** — Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.

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Work Context Save Table (XLS/CSV)

Context	Work Context
95	Telephone — How often do you have telephone conversations in this job?
86	Importance of Being Exact or Accurate — How important is being very exact or highly accurate in performing this job?
83	Contact With Others — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?
83	Face-to-Face Discussions — How often do you have to have face-to-face discussions with individuals or teams in this job?
83	Indoors, Environmentally Controlled — How often does this job require working indoors in environmentally controlled conditions?
80	Structured versus Unstructured Work — To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?
79	Importance of Repeating Same Tasks — How important is repeating the same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping, to performing this job?
76	Work With Work Group or Team — How important is it to work with others in a group or team in this job?
72	Time Pressure — How often does this job require the worker to meet strict deadlines?
71	Freedom to Make Decisions — How much decision making freedom, without supervision, does the job offer?
63	Impact of Decisions on Co-workers or Company Results — How do the decisions an employee makes impact the results of co-workers, clients or the company?
63	Spend Time Sitting — How much does this job require sitting?
63	Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls — How much does this job require using your hands to handle, control, or feel objects, tools or controls?
60	Deal With External Customers — How important is it to work with external customers or the public in this job?
59	Coordinate or Lead Others — How important is it to coordinate or lead others in accomplishing work activities in this job?
59	Frequency of Decision Making — How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization?
55	Letters and Memos — How often does the job require written letters and memos?
54	Electronic Mail — How often do you use electronic mail in this job?
54	Exposed to Disease or Infections — How often does this job require exposure to disease/infections?
54	Responsibility for Outcomes and Results — How responsible is the worker for work outcomes and results of other workers?
54	Spend Time Making Repetitive Motions — How much does this job require making repetitive motions?
52	Deal With Unpleasant or Angry People — How frequently does the worker have to deal with unpleasant, angry, or discourteous individuals as part of the job requirements?

- 52 **Physical Proximity** — To what extent does this job require the worker to perform job tasks in close physical proximity to other people?
- 44 **Spend Time Standing** — How much does this job require standing?
- 43 **Duration of Typical Work Week** — Number of hours typically worked in one week.
- 42 **Responsible for Others' Health and Safety** — How much responsibility is there for the health and safety of others in this job?
- 41 **Frequency of Conflict Situations** — How often are there conflict situations the employee has to face in this job?
- 41 **Sounds, Noise Levels Are Distracting or Uncomfortable** — How often does this job require working exposed to sounds and noise levels that are distracting or uncomfortable?
- 39 **Degree of Automation** — How automated is the job?
- 39 **Spend Time Bending or Twisting the Body** — How much does this job require bending or twisting your body?
- 39 **Spend Time Walking and Running** — How much does this job require walking and running?
- 38 **Consequence of Error** — How serious would the result usually be if the worker made a mistake that was not readily correctable?
- 38 **Exposed to Contaminants** — How often does this job require working exposed to contaminants (such as pollutants, gases, dust or odors)?
- 38 **Level of Competition** — To what extent does this job require the worker to compete or to be aware of competitive pressures?
- 31 **Cramped Work Space, Awkward Positions** — How often does this job require working in cramped work spaces that requires getting into awkward positions?
- 26 **Spend Time Kneeling, Crouching, Stooping, or Crawling** — How much does this job require kneeling, crouching, stooping or crawling?
- 25 **Pace Determined by Speed of Equipment** — How important is it to this job that the pace is determined by the speed of equipment or machinery? (This does not refer to keeping busy at all times on this job.)
- 18 **Exposed to Minor Burns, Cuts, Bites, or Stings** — How often does this job require exposure to minor burns, cuts, bites, or stings?
- 11 **Public Speaking** — How often do you have to perform public speaking in this job?
- 10 **Spend Time Keeping or Regaining Balance** — How much does this job require keeping or regaining your balance?
- 8 **Deal With Physically Aggressive People** — How frequently does this job require the worker to deal with physical aggression of violent individuals?
- 8 **In an Enclosed Vehicle or Equipment** — How often does this job require working in a closed vehicle or equipment (e.g., car)?
- 8 **Indoors, Not Environmentally Controlled** — How often does this job require working indoors in non-controlled environmental conditions (e.g., warehouse without heat)?
- 7 **Exposed to Hazardous Conditions** — How often does this job require exposure to hazardous conditions?
- 6 **Very Hot or Cold Temperatures** — How often does this job require working in very hot (above 90 F degrees) or very cold (below 32 F degrees) temperatures?
- 6 **Wear Common Protective or Safety Equipment such as Safety Shoes, Glasses, Gloves, Hearing Protection, Hard Hats, or Life Jackets** — How much does this job

require wearing common protective or safety equipment such as safety shoes, glasses, gloves, hard hats or life jackets?

- 5 ■ **Extremely Bright or Inadequate Lighting** — How often does this job require working in extremely bright or inadequate lighting conditions?
- 4 ■ **Exposed to Radiation** — How often does this job require exposure to radiation?
- 3 ■ **Work Schedules** — How regular are the work schedules for this job?
- 2 ■ **Outdoors, Under Cover** — How often does this job require working outdoors, under cover (e.g., structure with roof but no walls)?
- 2 ■ **Wear Specialized Protective or Safety Equipment such as Breathing Apparatus, Safety Harness, Full Protection Suits, or Radiation Protection** — How much does this job require wearing specialized protective or safety equipment such as breathing apparatus, safety harness, full protection suits, or radiation protection?
- 1 ■ **Exposed to High Places** — How often does this job require exposure to high places?
- 1 ■ **Outdoors, Exposed to Weather** — How often does this job require working outdoors, exposed to all weather conditions?
- 1 ■ **Spend Time Climbing Ladders, Scaffolds, or Poles** — How much does this job require climbing ladders, scaffolds, or poles?
- 0 ■ **Exposed to Hazardous Equipment** — How often does this job require exposure to hazardous equipment?
- 0 ■ **Exposed to Whole Body Vibration** — How often does this job require exposure to whole body vibration (e.g., operate a jackhammer)?
- 0 ■ **In an Open Vehicle or Equipment** — How often does this job require working in an open vehicle or equipment (e.g., tractor)?

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Job Zone [Save Table \(XLS/CSV\)](#)

Title Job Zone Two: Some Preparation Needed

Education These occupations usually require a high school diploma.

Related Experience Some previous work-related skill, knowledge, or experience is usually needed. For example, a teller would benefit from experience working directly with the public.

Job Training Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.

Job Zone Examples These occupations often involve using your knowledge and skills to help others. Examples include sheet metal workers, forest fire fighters, customer service representatives, physical therapist aides, salespersons (retail), and tellers.

SVP Range (4.0 to < 6.0)


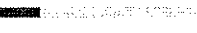
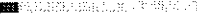
There are 2 recognized apprenticeship specialties associated with this occupation:
Tumor Registrar; Medical Coder

To learn about specific apprenticeship opportunities, please consult the U.S. Department of Labor [State Apprenticeship Information](#) website.

For general information about apprenticeships, training, and partnerships with business, visit the U.S. Department of Labor [Office of Apprenticeship](#) website.


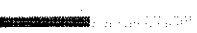


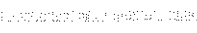

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Education

Percentage of Respondents	Education Level Required
65 	High school diploma or equivalent
21 	Some college, no degree
10 	Associate's degree



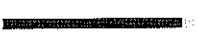


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Interests [Save Table \(XLS/CSV\)](#)



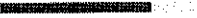








Occupational Interest	Interest
100 	Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
45 	Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.
22 	Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
17 	Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
0 	Artistic — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.
0 	Investigative — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.

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Work Styles [Save Table \(XLS/CSV\)](#)




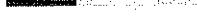


Importance	Work Style
93 	Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
92 	Integrity — Job requires being honest and ethical.
90 	Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
87 	Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
82 	Cooperation — Job requires being pleasant with others on the job and displaying a

good-natured, cooperative attitude.

- 81  **Adaptability/Flexibility** — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- 78  **Self Control** — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- 77  **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- 75  **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- 75  **Stress Tolerance** — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- 71  **Persistence** — Job requires persistence in the face of obstacles.
- 71  **Social Orientation** — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- 65  **Achievement/Effort** — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- 62  **Analytical Thinking** — Job requires analyzing information and using logic to address work-related issues and problems.
- 59  **Innovation** — Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- 56  **Leadership** — Job requires a willingness to lead, take charge, and offer opinions and direction.


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Work Values [Save Table \(XLS/CSV\)](#)

Extent	Work Value
72 	Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
61 	Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
45 	Independence — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
36 	Working Conditions — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.
33 	Achievement — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.
33 	Recognition — Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.

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Related Occupations [Save Table \(XLS/CSV\)](#)

29-2052.00 [Pharmacy](#) 


43-3051.00 [Payroll and Timekeeping Clerks](#)


43-3061.00 [Procurement Clerks](#)

43-4021.00 [Correspondence Clerks](#)

43-9041.01 [Insurance Claims Clerks](#)



43-9041.02 [Insurance Policy Processing Clerks](#)

43-9061.00 [Office Clerks, General](#) 

[back to top](#)**Wages & Employment Trends****National****Median wages (2009)** \$15.04 hourly, \$31,290 annual**Employment (2008)** 172,000 employees**Projected growth (2008-2018)** ■■■■ Much faster than average (20% or higher)**Projected job openings (2008-2018)** 70,300**Top industries (2008)** [Health Care and Social Assistance](#) (84% employed in this sector)
(see all industries)**State & National**Select a State 



Go



Source: Bureau of Labor Statistics [2009 wage data](#)  and [2008-2018 employment projections](#) . "Projected growth" represents the estimated change in total employment over the projections period (2008-2018). "Projected job openings" represent openings due to growth and replacement.

[back to top](#)**Sources of Additional Information**

Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Medical records and health information technicians](#) . Bureau of Labor Statistics, U.S. Department of Labor. *Occupational Outlook Handbook, 2010-11 Edition*.
- [American Health Information Management Association \(AHIMA\)](#) , 233 N. Michigan Ave., Suite 2150, Chicago, IL 60601-5800. Phone: (312) 233-1100. Fax: (312) 233-1090.

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